



Philip L. Browning
Director

COUNTY OF LOS ANGELES

Child Support Services Department



June 6, 2006

TO: Mayor Michael D. Antonovich
Supervisor Gloria Molina
Supervisor Yvonne B. Burke
Supervisor Zev Yaroslavsky
Supervisor Don Knabe

FROM: Philip L. Browning
Director

SUBJECT: INFORMATION TECHNOLOGY SUPPORT SERVICES MASTER AGREEMENT (ITSSMA) WORK ORDERS FOR THE CHILD SUPPORT SERVICES DEPARTMENT

This is to notify you of my intent to request the Internal Services Department (ISD) to execute eleven (11) new, recently rebid Work Orders and eight (8) Work Order extensions for a total of \$2,620,200 under the Information Technology Support Services Master Agreement (ITSSMA) to obtain contractual staff for the Information Technology Bureau of the Child Support Services Department (CSSD). Execution of these Work Orders is necessary to allow CSSD's Information Technology staff to continue the support of the ACSES Replacement System (ARS), Los Angeles County's child support case management system, and numerous, ongoing projects that must be completed to effect our transition to the Federally mandated statewide child support computer system – the California Child Support Automated System (CCSAS). In accordance with the ITSSMA guidelines, prior Board notice is provided. There is **no net County cost**, as this budget item is fully subsidized by State and Federal funds.

BACKGROUND

CSSD continues to utilize the ITSSMA process to augment its technical resources and to help the department meet its critical information technology needs. With the technical and programming assistance obtained through ITSSMA Work Orders, the system has continued to successfully perform as it was designed. The ARS system registered collections of over \$505 million last fiscal year and assisted the Los Angeles Child Support Services Department to manage almost 500,000 cases, representing 26 percent of the State's child

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support caseload. As a result of both the selection of ARS by the California Department of Child Support Services (DCSS) as the host child support automation system for Orange and San Diego Counties and the conversion of those counties' caseloads to ARS in April 2002, our system now successfully supports approximately 43 percent of California's child support cases.

In addition to the maintenance and operation of ARS, our technology staff, supplemented by ITSSMA consultants, performs database administration, architects ARS components and supports a number of third-party software products. Just as important, IT staff provides support to the ARS Consortium (the ARS steering committee comprised of representatives from Los Angeles, Orange and San Diego Counties), makes State-mandated or approved ARS enhancements, administers the department's LAN and email system, develops new Lotus Notes and Web applications, maintains computer hardware and software inventories and provides valuable management information and direct customer (end-user) support. See Attachment 1 for the list of continuing contractors. (Eleven (11) of the twelve (12) Work Orders listed were re-bid; one (1) Work Order is being extended.)

Moreover, the technology staff will assist with the replacement of ARS by the California Child Support Automation System or CCSAS. A fully integrated statewide system, CCSAS, is mandated by Federal and State legislation. The conversion will be accomplished in two phases. The first phase was recently completed with the successful conversion of Los Angeles County to CCSAS Version 1 on May 1, 2006. A new, enhanced version of CCSAS (known as CCSAS Version 2) will be developed in the second phase, and is currently planned for September 2008. CSSD had been approved by the State to retain the services of fourteen (14) additional contract staff to facilitate our transition to CCSAS. Notice to your Board of these additional contractors was provided in the memorandum dated October 27, 2005. The services of seven (7) of the previously approved contractors are no longer needed and consequently, their engagements have been terminated. The remaining seven (7) CCSAS R2 contract consultants identified in Attachment 2 are still required, however, to supplement existing staff and expertise, and to complete critical projects that are required prior to Statewide conversion. We believe these contract consultants are crucial to our efforts to obtain Federal System Certification and the avoidance of millions of dollars in federal penalties.

SCOPE OF WORK

The Work Orders shown on the attached lists will support the following projects in this department:

- California Child Support Automated System
- Multiple DAC (Distribution Account) Project
- Revisions to the OCSE157 Report
- Case Closure Augmentation
- Incoming Interface with Process Service Vendors:
 - EDP Legal Support Services for Los Angeles
 - Specialized Litigation Services, Inc. (SLS) for Orange County and San Diego County
- Registrar Recorder Interface (for Orange and San Diego Counties)
- Create New Screen for Interstate Agency Information (Initiating and Responding)
- Automated Default Generation/Amended Summons & Complaint
- Integrated Voice Response (IVR) System
- Human Resources Suite of Applications
- Management and Administrative Systems
- Network Strengthening and Isolation
- Storage Area Network

These projects are required to facilitate CCSAS implementation, maintain the current ARS child support case management system, comply with State and Federal reporting and program requirements, facilitate LAN administration, strengthen computer security, maintain service levels to Consortium members, enhance customer service to our constituents and support departmental administrative functions. Please note that these projects conform to our Business Automation Plan as required by the Chief Information Officer.

JUSTIFICATION

Over the past year, CSSD has reduced its vendor need by eight contract positions, from 26 to 18. CSSD has actively sought to hire permanent County personnel to fill its technology positions and successfully replaced two contract positions with permanent staff in FY 2006/07. Unfortunately, County salaries offered for our most specialized positions deter our efforts to attract qualified applicants.

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It should be noted that the need for nearly all of these work orders will be alleviated in 2008 with the implementation of CCSAS. The work orders listed in Attachment 2 were specifically approved by the State child support agency to assist CSSD in its transition to the statewide automation system. Once the new statewide system is operative, these work orders will be terminated. Also, we believe that the need for the work orders listed in Attachment 1 will be greatly diminished when CCSAS comes online as many of the functions of the local staff will be centralized and operated by DCSS.

Until the State's automated child support system is completed and ARS is phased out, CSSD will continue to require the assistance of these ITSSMA contract consultants to supplement our existing IT staff. Several of our consultants perform highly specialized, technical and database functions and have extensive knowledge of ARS. This is especially true for consultants performing database administration, systems programming, and Call Center support. Additionally, several consultants will directly participate in CCSAS implementation and will be essential to our overall effort to obtain Federal certification.

The department recognizes that a reliance on contract staff is problematic, but the inability to attract comparably qualified permanent replacements with available items remains a reality. Using the ITSSMA consultants to supplement current CSSD technology staff will allow the department to maintain current service levels, meet accelerated State timelines, and enhance our current pool of talent and expertise.

The services received under the Work Orders are essential to the effective functioning of our department and to our successful transition to the new statewide system. We rely heavily on automation to manage our massive caseload, locate parents and their assets through interfaces with other Federal, State and local databases, and for communication within our department and with other jurisdictions. Further, ARS requires constant refinements and modifications to keep pace with regulatory changes and the ever-evolving needs of the department. Hence, having experienced contract staff with first-hand knowledge of our operations and business systems is necessary to avoid the slowdown in work or the delay in collecting and distributing child support for the children and families of Los Angeles County.

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FISCAL IMPACT

The total amount of the Work Orders for fiscal year 2006-07 is \$2,620,200. The amount to be expended for the Work Orders will be fully offset by State and Federal revenue. There is **no net County cost**.

CLOSING

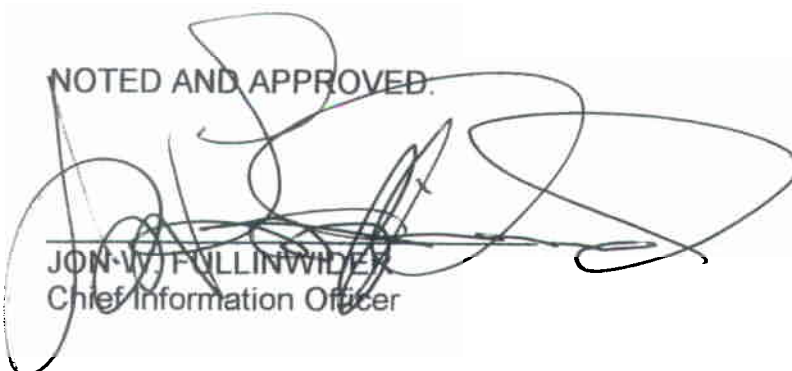
Pursuant to the ITSSMA policies and procedures, your Board has two weeks from the date of this notification to review and comment on this request with any concerns you may have. If we do not hear back from your Board within two weeks, the department will instruct ISD to proceed with the execution of the ITSSMA work orders and extensions. If you or your staff has any questions or comments, please don't hesitate to contact me or David Jacobson of my staff at (323) 832-7191.

PLB:lg

Attachments (2)

c: Executive Officer, Board of Supervisors
Chief Administrative Officer
County Counsel
Internal Services Department

NOTED AND APPROVED.



JON W. FULLINWIDER
Chief Information Officer

Attachment 1

ITSSMA CONSULTANTS
CONTINUING SUPPORT

CURRENT PROJECT	NEW WORK ORDER NO.	ITSSMA VENDOR	NAME	SPECIALTY	PREVIOUS WORK ORDER TERM	NEW W/O TERM	NEW W/O AMOUNT
1 ARS Financial Process Financial Specialist	N01-0283	Todd Saalman & Assoc.	Todd Saalman	Application Developer	08/01/05 - 06/30/2006	07/01/06 - 03/30/2007	\$126,000
2 ARS Case Management Process Locate Specialist	N01-0285	Endeavor Systems	Rimvydas Gricius	Application Developer	08/01/05 - 06/30/2006	07/01/06 - 03/30/2007	\$119,700
3 ARS Applications Development	N01-0284	Endeavor Systems	Tom Teeples	Unisys Systems Programmer	08/01/05 - 06/30/2006	07/01/06 - 03/30/2007	\$102,375
4 ARS Database Administration	N01-0274	Endeavor Systems	Barbara Sims	Unisys Systems Programmer	07/01/05 - 06/30/2006	07/01/06 - 03/30/2007	\$140,175
5 ARS Database Administration	N03-0076	Endeavor Systems	Bob Batson	Database Administrator	07/01/05 - 06/30/2006	07/01/06 - 03/30/2007	\$129,150
6 ARS Architecture Technical Support	N01-0273	Endeavor Systems	Hayward Gee	Unisys Systems Programmer	07/01/05 - 06/30/2006	07/01/06 - 03/30/2007	\$140,175
7 ARS Architecture Technical Support	N01-0275	Endeavor Systems	Haroon Said	Unisys Systems Programmer	07/01/05 - 06/30/2006	07/01/06 - 03/30/2007	\$133,875
8 ARS Systems Programming	N01-0276	Endeavor Systems	Paul Jensen	Unisys Systems Programmer	07/01/05 - 06/30/2006	07/01/06 - 03/30/2007	\$144,900
9 Network/Capacity Planning	N01-0277	Endeavor Systems	Howard Forman	Technical Support	07/01/05 - 06/30/2006	07/01/06 - 03/30/2007	\$110,250
10 ARS Federal & State Reporting	N01-0279	Endeavor Systems	Pat Gee	EDP Business Analyst	07/01/05 - 06/30/2006	07/01/06 - 03/30/2007	\$121,275
11 Lotus Notes Applications	**N04-0533	Unified Technical, Inc.	Stan Shore	Lotus Notes Developer	07/01/05 - 06/30/2006	07/01/06 - 12/31/2006	\$75,000
12 Call Center Systems Administration	N7F-0025	Engineer's Group, Inc.	Susan Bonenfant	Voice Response Systems Specialist	07/01/05 - 06/30/2006	07/01/06 - 03/30/2007	\$99,225
						Total	\$1,442,100.00

**Extension

Attachment 2

**ITSSMA CONSULTANTS
CCSAS - R2 PROJECTS
WORK ORDER EXTENSIONS**

WORK ORDER NO.	ITSSMA VENDOR	NAME	SPECIALTY	EXISTING WORK ORDER TERM	REQUESTED EXTENSION	EXISTING WORK ORDER AMOUNT	W/O ADDED AMOUNT	NEW W/O MAXIMUM	
1	N7E-0070	Logic House, Inc	Jonas Chacko	Lead Tester	11/01/05 - 06/30/2006	07/01/06 - 03/30/2007	\$ 86,234	\$ 126,000	\$ 212,234
2	N01-0244	Logic House, Inc	William Blount	Programmer (St. Case Resgistry)	11/01/05 - 11/30/2005	07/01/06 - 03/30/2007	\$116,200	\$ 174,300	\$ 290,500
3	N04-0490	Unified Technical, Inc.	Igor Treybush	Net Specialist	12/01/05 - 06/30/2006	07/01/06 - 03/30/2007	\$114,300	\$ 176,400	\$ 290,700
4	N01-0250	Sierra Systems	Katherine Holderbaum	Technical Writer	01/26/05 - 06/30/06	07/01/06 - 03/30/2007	\$124,800	\$ 115,500	\$ 240,300
5	N7E-0045	Logic House, Inc	Richard Osborn	QA Manager	11/01/05 - 06/30/2006	07/01/06 - 03/30/2007	\$151,200	\$ 226,800	\$ 378,000
6	N7E-0061	Logic House, Inc	Ariva Sundara	Business Analyst	02/01/06 - 06/30/2006	07/01/06 - 03/30/2007	\$162,480	\$ 182,700	\$ 345,180
7	N7E-0063	Solitsys Technologies	Prem Venugopalan	Business Analyst	02/01/06 - 06/30/2006	07/01/06 - 03/30/2007	\$160,080	\$ 176,400	\$ 336,480
					Totals:	\$915,294	\$1,178,100	\$ 2,093,394.00	